

# November 2025 NTIA Internet Use Survey

Final Draft for OMB Review

## **CMPINT**

All households

This month we are asking some additional questions about Internet use. First, we will ask what types of computers and other devices [you/members of your household] currently use. Please focus on devices [you/members of your household] currently have access to and have used at least occasionally during the past six months. We are interested in devices used at home, work, school, a library, or any other place.

## **LAPTOP**

All households

[Do you/Does anyone in this household, including you,] use a laptop computer? Think about any laptop computers [you/members of your household] currently have access to and have used during the past six months. *(If needed)* A laptop is a personal computer that is portable and includes a built-in keyboard and screen. *(If yes & is multi-person household)* Who is that?

*Enter persons by line number (1-16)*

## **DESKTP**

All households

What about a desktop? [Do you/Does anyone in this household] use a desktop computer? *(If needed)* A desktop is a personal computer that must be plugged into a power outlet and is typically at a single location. *(If yes & is multi-person household)* Who is that?

*Enter persons by line number (1-16)*

## **TABLET**

All households

What about a tablet or e-book reader, such as an iPad or Kindle? *(If needed)* A tablet or e-book reader is a personal computer that is portable and has a built-in screen, but does not have a built-in physical keyboard. *(If yes & is multi-person household)* Who is that?

*Enter persons by line number (1-16)*

## **MPHONE**

All households

What about a smartphone, or a cell phone that connects to the Internet? *(If needed)* [Do you/Does anyone in this household] use a smartphone? *(If yes & is multi-person household)* Who is that?

*Enter persons by line number (1-16)*

**WEARAB**

All households

[Do you/Does anyone in this household] use a wearable device that is connected to the Internet, such as a smart watch or fitness band? *(If needed)* Examples include an Apple Watch or Fitbit. *(If yes & is multi-person household)* Who is that?

*Enter persons by line number (1-16)*

**TVBOX**

All households

[Do you/Does anyone in this household] use a smart TV, a game system, or another device that connects to the Internet and plays through a TV? Examples include an Apple TV, Xbox, or Roku that can access the Internet. *(If yes & is multi-person household)* Who is that?

*Enter persons by line number (1-16)*

**If any (DESKTP LAPTOP TABLET MPHONE WEARAB TVBOX)[1-16] == 1 (anyone in the household uses any device), go to DEVQUA  
Else go to INTINT**

**DEVQUA**

Households w/ any device use

How well do the computers and other Internet-connected devices [you use/used by this household] work overall? Please do not consider the speed or reliability of your Internet connection.

*Read and select best match; if respondent is unsure, ask for an average*

- (1) They do not work at all
- (2) They work poorly
- (3) They somewhat work
- (4) They work well
- (5) They work perfectly

**INTINT**

All households

Next, we will ask where [you/members of your household] currently use the Internet. Please focus on places where [you/members of your household] have used the Internet at least occasionally during the past six months. Internet use includes a wide variety of activities on all devices, from checking email or browsing the Web to watching videos or using mobile apps.

**INHOME**

All households

[Do you/Does anyone in this household, including you,] use the Internet at home? This includes accessing the Internet with a cell phone, computer, tablet, or other device. *(If yes & is multi-person household) Who is that?*

*Enter persons by line number (1-16)*

**If any PEMLR[1-16] == 1 or 2 (anyone in the household is employed), go to INWORK  
Else go to INSCHL**

**INWORK**

HHs w/ at least 1 employed person

[Do you/Does anyone in this household] use the Internet at an office or other workplace outside the home? Do not include work from home. *(If yes & is multi-person household) Who is that?*

*Enter persons by line number (1-16)*

**INSCHL**

All households

[Do you/Does anyone in this household] use the Internet at school? Please [only include use at school as a student/count students only]. Do not include taking online classes from a location other than a school campus. *(If yes & is multi-person household) Who is that?*

*Enter persons by line number (1-16)*

**INCAFE**

All households

What about at a coffee shop or other business that offers Internet access? *(If needed)* [Do you/Does anyone in this household] use the Internet while at a coffee shop or other business that offers Internet access? *(If yes & is multi-person household) Who is that?*

*Enter persons by line number (1-16)*

**INTRAV**

All households

What about while going from place to place? Examples include using the Internet while riding public transit, or using Google Maps or Waze on your cell phone while driving. *(If needed)* [Do you/Does anyone in this household] use the Internet while going from one place to another? *(If yes & is multi-person household) Who is that?*

*Enter persons by line number (1-16)*

## INLICO

All households

What about at a library, community center, park, or other public place? *(If needed)* [Do you/Does anyone in this household] use the Internet at a library, community center, park, or other public place? *(If yes & is multi-person household)* Who is that?

*Enter persons by line number (1-16)*

## INELHO

All households

What about at someone else's home? *(If needed)* [Do you/Does anyone in this household] use the Internet at someone else's home? *(If yes & is multi-person household)* Who is that?

*Enter persons by line number (1-16)*

## INOTHR

All households

[Do you/Does anyone in this household] use the Internet at some other location we haven't covered? *(If yes & is multi-person household)* Who is that?

*Enter persons by line number (1-16)*

**If HRNUMHOU > 1 & (total persons where any IN\* == 1) < HRNUMHOU (this is a multi-person household and not everyone was reported as using the Internet), go to NETCHK**  
**Else if any IN\*[1-16] == 1 (anyone goes online anywhere), go to TCHINT**  
**Else go to NONINT**

## NETCHK

Multi-person HHs reporting any non-Internet users

Based on your responses, it sounds like *(list names where all IN\* != 1)* [does/do] not use the Internet. [Does/Do] [NAME/you/these people in your household] use the Internet from any location, and for any purpose? *(If additional users)* Who uses the Internet from any location, and for any purpose?

*Fill appropriate lines if necessary; locations of use will be allocated*

**If any IN\*[1-16] or NETCHK == 1 (anyone goes online anywhere), go to TCHINT**  
**Else go to NONINT**

## TCHINT

HHs w/ any Internet users, any location

Next, we are interested in learning about the specific technologies households use to go online. Please focus on how your household as a whole connects to the Internet.

## MOBDAT

HHs w/ any Internet users, any location

[Do you/Does anyone in this household] access the Internet using a mobile data plan for a cell phone, tablet, or other device? This type of Internet service allows Internet connection outside the home and may also include cell phone calls.

(1) Yes

(2) No

**If any INHOME[1-16] == 1 & MOBDAT == 1 (anyone goes online at home and household has a mobile data plan), go to HMINT1**

**Else if INHOME[1-16] == 1 & MOBDAT == 2 (anyone goes online at home but household does not have a mobile data plan), go to HMINT2**

**Else go to USEINT**

## HMINT1

HHs w/ any home Internet users &  
MOBDAT == 1

In addition to [your/your household's] mobile data plan, we are interested in whether [you/your household] also use[s] any other type of Internet service when at home.

## Go to HOMTE

## HMINT2

HHs w/ any home Internet users &  
MOBDAT == 2

You mentioned that [you/someone in this household/members of this household] use[s] the Internet at home.

## HOMTE

HHs w/ any home Internet users

I am going to read a list of ways that people's homes are connected to the Internet, **other than a mobile data plan**. At home, [do you/does anyone in this household] access the Internet using:

*Read and select all that apply*

- (1) Cable, fiber-optic, DSL, or other Internet service, where the Internet connection comes into your home through a cable or wire? **(Go to HNETQL)**
- (2) Satellite Internet service? *(If needed)* This type of Internet service is received through a satellite dish installed at home. **(Go to HNETQL)**
- (3) Other Internet service that comes into your home wirelessly? *(If needed)* This type of Internet service is provided by a wireless carrier and connects to a fixed device in the home. **(Go to HNETQL)**
- (4) Some other service?  
**(Go to TEOTHR)**
- (5) *(Do not read)* None  
**(Go to HNETQL)**

**TEOTHR**

What other service?

HHs w/ any home Internet users &  
HOMTE4 == 1

*Enter verbatim response*

**HNETQL**

HHs w/ any home Internet users

In [your/your household's] experience over the past six months, does your [household's] Internet connection at home meet [your/the household's] needs, including for speed, reliability, and, if applicable, data caps?

- (1) Yes
- (2) No

**HNETST**

HHs w/ any home Internet users

At any point during the past six months, did [you/this household] temporarily lose a home Internet connection due to difficulty paying?

- (1) Yes
- (2) No

**Random age 15+ Internet user in household (any IN\*[1-16] or NETCHK == 1 & PRTAGE >= 15) selected for questions EMAIL-HOMIOT.**

**If all Internet users are under 15 years old, skip to MEDINT.**

**USEINT**

Random respondents

We are interested in learning about the applications and services people use on the Internet. [(If is multi-person household) We have randomly selected one member of your household for this section.] Consider how [you personally/NAME] currently use[s] the technologies we've been discussing, whether at home or any other location, at least occasionally during the past six months.

**EMAIL**

Random respondents

[Do you/Does NAME] use email?

- (1) Yes
- (2) No

**TEXTIM**

Random respondents

What about texting or instant messaging? (If needed) [Do you/Does NAME] text or use instant messaging?

- (1) Yes
- (2) No

## **SOCIAL**

Random respondents

What about using social media, such as Facebook, LinkedIn, or Instagram? *(If needed)* [Do you/Does NAME] use social media?

- (1) Yes
- (2) No

## **GAMING**

Random respondents

What about playing video games online, whether on a smartphone, console, PC, or any other computing device? *(If needed)* [Do you/Does NAME] use the Internet to play video games?

- (1) Yes
- (2) No

## **CONFER**

Random respondents

In the past six months, [have you/has NAME] participated in video calls, voice calls, or conferencing over the Internet, such as with FaceTime or Zoom? *(If needed)* [Do you/Does NAME] participate in video calls, voice calls, or conferencing?

- (1) Yes
- (2) No

## **VIDEO**

Random respondents

What about streaming or downloading videos? [Do you/Does NAME] watch videos over the Internet? Examples include YouTube and Netflix.

- (1) Yes
- (2) No

## **AUDIO**

Random respondents

What about streaming or downloading music, radio programs, or podcasts? *(If needed)* [Do you/Does NAME] listen to music, radio programs, or podcasts using the Internet?

- (1) Yes
- (2) No

**PUBLSH**

Random respondents

What about posting or uploading blog posts, original videos, or other content that [you/NAME] created? Do not include photos or videos taken for personal use and shared to social media. *(If needed)* [Do you/Does NAME] publish or upload original content that [you/NAME] created to the Internet?

- (1) Yes
- (2) No

**If PEMLR[selected respondent] == 1 or 2 (respondent is employed), go to TELEWK  
Else go to JOBSCH**

**TELEWK**

Employed random respondents

[Do you/Does NAME] use the Internet to telework or work while away from [your/their] usual workplace, such as working from home?

- (1) Yes
- (2) No

**JOBSCH**

Random respondents

In the past six months, [have you/has NAME] used the Internet to search or apply for a job? *(If needed)* [Do you/Does NAME] use the Internet to search or apply for a job?

- (1) Yes
- (2) No

**EDTRAI**

Random respondents

What about online classes or job training? *(If needed)* [Do you/Does NAME] use the Internet for educational classes or job training?

- (1) Yes
- (2) No

**EGOVTS**

Random respondents

What about accessing government services, such as registering to vote, renewing a driver's license, or applying for government benefits? *(If needed)* [Do you/Does NAME] use the Internet to access government services? Please consider services provided by federal, state, and local government agencies.

- (1) Yes
- (2) No



**USESVC**

Random respondents

What about requesting services provided by other people? Examples include hailing a ride using Lyft or Uber, ordering food using DoorDash or Instacart, reserving a room through Airbnb, or requesting a home repair through Angi? *(If needed)* [Do you/Does NAME] use the Internet to request services provided by other people?

- (1) Yes
- (2) No

**ESRVCS**

Random respondents

What about offering [your/their] own services for sale via the Internet? Examples include offering rentals on Airbnb and driving for Uber or Lyft. Do not include any goods or possessions sold online, such as clothing, shoes, or crafts. *(If needed)* [Do you/Does NAME] offer [your/their] own services for sale via the Internet?

- (1) Yes
- (2) No

**ECOMME**

Random respondents

In the past six months, [have you/has NAME] used the Internet for online shopping, travel reservations, or other consumer services on the Internet? *(If needed)* [Do you/Does NAME] use the Internet for online shopping, travel reservations, or other consumer services?

- (1) Yes
- (2) No

**EGOODS**

Random respondents

[Do you/Does NAME] use the Internet to sell goods? Examples include selling items on Etsy or eBay.

- (1) Yes
- (2) No

**FINANC**

Random respondents

[Do you/Does NAME] use the Internet for financial services such as online banking, investing, paying bills, or sending money to other people using services like Cash App, Venmo, or PayPal? *(If needed)* Examples include using your bank's website or app, and paying a credit card or utility bill online.

- (1) Yes
- (2) No

**VOICEA**

Random respondents

What about communicating with a digital assistant, such as Alexa, Siri, or Google Assistant?

- (3) Yes
- (4) No

**HOMIOT**

Random respondents

What about interacting with household equipment or smart appliances that are connected to the Internet, such as a Nest thermostat, a Ring camera, or a Hue light bulb? *(If needed)* [Do you/Does NAME] use the Internet to interact with household equipment or smart appliances?

- (1) Yes
- (2) No

**MEDINT**

HHs w/ any Internet users, any location

*(If multi-person household)* Our remaining questions are about your household as a whole. *(All)* I'm going to ask a couple of questions about how [you have/your household has] used the Internet for health-related activities during the past six months.

**MEDREC**

HHs w/ any Internet users, any location

[Do you/Does anyone in this household, including you,] access health records or health insurance records online?

- (1) Yes
- (2) No

**MEDDOC**

HHs w/ any Internet users, any location

[Do you/Does anyone in this household] communicate with a doctor or other health professional using the Internet? *(If needed)* Examples include telehealth appointments and communicating over a patient portal or email.

- (1) Yes
- (2) No

**MEDINF**

HHs w/ any Internet users, any location

[Do you/Does anyone in this household] research health information online, such as with WebMD or similar services?

- (1) Yes
- (2) No

**MEDMON**

HHs w/ any Internet users, any location

[Do you/Does anyone in this household] use a device that collects and sends health data to a health care provider through the Internet, such as a heart monitor or blood glucose monitor? Do not include smart watches or other devices unless they send data to health care providers.

(1) Yes

(2) No

**PSCYBA**

HHs w/ any Internet users, any location

Thinking more generally about [your/this household's] use of the Internet, [have you/has any member of your household] experienced an online security breach, identity theft, or a similar crime during the past year?

(1) Yes

(2) No

**If any INHOME[1-16] == 1 (anyone goes online at home), go to TVINT  
Else go to NHMINT**

**NHMINT**

HHs w/ any Internet users, but none from home

You previously mentioned that [you/members of your household] use the Internet in some places, but not at home.

**Go to EVRHOM****NONINT**

HHs w/o any Internet users from anywhere

*(If multi-person household)* Our remaining questions are about your household as a whole. We are interested in learning why households such as yours do not use the Internet.

*(If single-person household)* For our remaining questions, we are interested in learning why you do not use the Internet.

**EVRRHOM**

HHs w/o any home Internet users

[Have you/Has anyone in this household] ever used the Internet from home?

(1) Yes

(2) No

**NOHM**

HHs w/o any home Internet users

What are the reasons why [you/members of your household] do not use the Internet at home?

*Read and select all that apply and/or enter verbatim response if other*

- (1) Can't afford it
- (2) Not worth the cost
- (3) Can use it elsewhere
- (4) Not available in area
- (5) No computing device, or device inadequate or broken
- (6) Online privacy or cybersecurity concerns
- (7) Personal safety concerns
- (8) Household moved or is in the process of moving
- (9) Don't need it or not interested
- (10) Other: \_\_\_\_\_

**If more than one NOHM response given, go to PRINOH**  
**Else go to LOPRCE**

**PRINOH**

HHs w/o any home Internet users & more than one NOHM response

Of the reasons you just listed for not going online at home, which [do you/does your household] consider to be the most important?

*Read previous responses; select best match or enter verbatim response if other*

- (1) Can't afford it
- (2) Not worth the cost
- (3) Can use it elsewhere
- (4) Not available in area
- (5) No computing device, or device inadequate or broken
- (6) Online privacy or cybersecurity concerns
- (7) Personal safety concerns
- (8) Household moved or is in the process of moving
- (9) Don't need it or not interested
- (10) Other: \_\_\_\_\_

**LOPRCE**

HHs w/o any home Internet users

At what monthly price, if any, would [you/your household] buy home Internet service?

*Enter number in dollars or zero if 'none'*

**TVINT**

All households

Our last few questions are about the use of cable TV and satellite TV services not accessed through the Internet.

**TRADTV**

All households

[Do you/Does anyone in this household] subscribe to cable TV or satellite TV? This often requires a cable box or satellite dish. Do not include TV streaming subscriptions, such as Netflix, YouTube TV, or Hulu.

- (1) Yes            **(End Interview)**
- (2) No            **(Go to PREVTv)**

**PREVTv**

HHs w/o any cable TV subscribers

[Have you/Has anyone in this household] ever subscribed to cable TV or satellite TV? (*If needed*) Do not include TV streaming subscriptions, such as Netflix, YouTube TV, or Hulu.

- (1) Yes
- (2) No